

KGH Annual Corporate Plan 2012-13

Translating our strategy into action.

KGH 2015 Strategy for achieving Outstanding Care, Always			
We are a community of people dedicated to transforming the experience of our patients and families through innovative and collaborative approaches to care, knowledge and leadership.			
		KGH 2015 Outcome	2012–13 Milestones
Achieving our strategic directions	KGH 2015	Outstanding Care, Always	100% of Accreditation Canada requirements are met with an unconditional three-year award
			Quality Improvement Plan targets are met
	Transform the patient experience through a relentless focus on quality, safety and service	Patients are engaged in all aspects of our quality, safety and service improvement initiatives	Overall patient satisfaction is at or better than the provincial teaching hospital average
		All preventable harm to patients is eliminated	Patient safety culture ratings improve by 20%
			Medication reconciliation is completed for every internal medicine program inpatient at admission
			The number of new patients who acquire infections in our hospital is reduced by 10%
		All preventable delays in the patient journey to, within and from KGH are eliminated	KGH overall average length of stay is better than expected length of stay
			The emergency department wait time for admitted patients is improved by 20%
			Clinical services meet the provincial wait time target
			Cancer Care Ontario access to care indicators are met
	Bring to life new models of interprofessional care and education	Our Interprofessional Collaborative Practice Model (ICPM) is implemented in every clinical area with high ratings from patients, staff and learners	Automation of interprofessional assessment- and adverse-reaction documents is complete (e-doc project)
		KGH is recognized as a centre of excellence in interprofessional education	Workplan to fulfill interprofessional-education competencies is completed
	Cultivate patient-oriented research	Externally funded research at KGH has increased by 50%	Clinical research space at KGH increases by 25%
	Increase our focus on complex-acute and specialty care	KGH services are well aligned and integrated with the broader health-care system	Clinical Services Roadmap initiatives launched
			Target service volumes are met
		Best evidence used to guide practice	Evidence-based guidelines are adopted in 12 clinical areas
Enabling high performance	People	KGH is designated as one of the best places to work	Overall staff satisfaction ratings improve by 20%
		All preventable harm to staff is eliminated	Health and Safety Scorecard targets are met
		Staff are engaged in all aspects of our quality, safety and service improvement initiatives	Employee engagement action plans are in place at all team levels
	Processes	Continuous improvement environment created with consistent use of lean principles	100% of KGH managers complete continuous improvement training
	Facilities	Phase 1 redevelopment is complete, Phase 2 construction is underway and KGH has sufficient parking	Phase 2 redevelopment functional programming commences
		KGH is clean, green and carpet-free	Carpets are removed from 75% of patient areas
	Technology	Rapid transmission of information improves care and operational efficiency	Discharge summaries are sent to primary care providers within 72 hours of patient discharge
	Finances	Our operating budget is balanced and we are able to allocate \$20 million a year to capital expenditures	Investment in capital equipment, technology and infrastructure reaches \$15 million
	Communication	We continue to engage and report openly and regularly on our progress	Staff satisfaction with communication at KGH improves by 20%